

# Nathan Carpenter

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## SUMMARY

Systems Administrator with 1-2 years of experience supporting critical banking infrastructure, specializing in Azure, Windows Server, Entra ID, Intune, and enterprise networking. Proven track record of improving uptime, automating infrastructure, and hardening networks in regulated environments.

## RELEVANT SKILLS

Windows & Linux Server Administration (WS 2012+, Ubuntu), Networking (Meraki, Cisco), Cloud (Azure, Entra ID, M365, Intune), VoIP systems (Nextiva), Databases (MS SQL Server, MS Access)

## RELEVANT EXPERIENCE

### Systems Administrator | Cattaraugus County Bank | July 2024 – Present

- Provided IT support for 60+ staff members across 7 branches as a single point-of-contact
- Implemented highly available networking with 99.99% uptime during tenure
- Managed virtualized environment for stateless workloads using Azure compute
- Supervised DR testing and backup jobs to stay ahead of and prevent future incidents
- Created and configured redundant MS servers for AD DS, AD CS, DHCP, DNS, and NPS
- Deployed policies, patches, and applications to 100+ devices using Intune and GPO
- Utilized PS scripting to automate Entra onboarding and vital infrastructure notifications
- Decreased customer calls to voicemail by 95% introducing call centers and overflow groups
- Designed and deployed an enterprise SQL database to track employee system access, eliminating spreadsheet-based tracking and improving audit readiness.
- Minimized lockouts and maximized efficiency with Entra ID SSO and certificate-based auth

## NOTABLE PROJECTS

### Wi-Fi Hardening

- Removed insecure internal Wi-Fi and replaced with RADIUS, eliminating shared-password risks
- Used EAP-TLS, pushing certificates via AD CS & group policy
- Configured HA NPS and CRLs for security and reliability
- Provided isolated Wi-Fi for employee BYOD via Company Portal & Intune policies

### Zabbix SNMP System

- Used Hyper-V for Ubuntu container and Docker to containerize Zabbix front and backend
- Built Zabbix templates to support Meraki Clients & used agents for Windows Servers
- Created SNMP traps to proactively notify admins of server issues or critical client outages
- Organized executive SLA reports through Zabbix for the board of directors

## EDUCATION

B.S. | Computer Science  
Empire State College  
GPA: 3.89

A.S. | Computer Science  
Jamestown Community College  
GPA: 3.50

## CERTIFICATIONS

AZ-104 (in progress), CompTIA Network+ (2026), AZ-900 (2025), AIT (2022), TestOut Network Pro (2021), TestOut PC Pro (2020)